

What Is Claimed Is:

- 1 1. An apparatus that provides a unified telephony solution,
2 comprising:
3 an application server configured to provide telephony services;
4 a voice extensible markup language (VXML) browser configured to access
5 telephony services through the application server;
6 a telephony controller configured to access telephony services through the
7 VXML browser; and
8 a telephony gateway that provides an interface to a public switched
9 telephone network (PSTN).
- 1 2. The apparatus of claim 1, wherein the telephony controller includes
2 a SIP framework with a SIP servlet container, wherein the SIP servlet container
3 includes a plurality of SIP servlets for interfacing with a SIP network.
- 1 3. The apparatus of claim 2, wherein a new telephony service can be
2 added by including a new SIP servlet in the SIP servlet container.
- 1 4. The apparatus of claim 2, wherein the plurality of SIP servlets are
2 registered with a remote method invocation (RMI) registry.
- 1 5. The apparatus of claim 2, wherein the telephony services provide at
2 least two of:
3 a telephone system;
4 a call center;

5 an interactive voice response (IVR) system; and
6 a voicemail system.

1 6. The apparatus of claim 2, wherein the apparatus operates using a
2 Voice Over Internet Protocol (VOIP).

1 7. The apparatus of claim 2, wherein the application server is coupled
2 to a database that provides access to the plurality of SIP servlets.

1 8. A method that provides a unified telephony solution, comprising:
2 receiving a request for a telephony service at a telephony controller; and
3 in response to the request, accessing a telephony service provided by an
4 application server;
5 wherein the application server is accessed through a voice extensible
6 markup language (VXML) browser;
7 wherein performing the telephony service involves interfacing to a public
8 switched telephone network (PSTN) through a telephony gateway.

1 9. The method of claim 8, wherein the telephony controller includes a
2 SIP framework with a SIP servlet container, wherein the SIP servlet container
3 includes a plurality of SIP servlets for interfacing with a SIP network.

1 10. The method of claim 9, wherein a new telephony service can be
2 added by including a new SIP servlet in the SIP servlet container.

1 11. The method of claim 9, wherein the plurality of SIP servlets are
2 registered with a remote method invocation (RMI) registry.

1 12. The method of claim 9, wherein the telephony services provide at
2 least two of:

3 a telephone system;
4 a call center;
5 an interactive voice response (IVR) system; and
6 a voicemail system.

1 13. The method of claim 9, wherein the telephony services operate
2 using the Voice Over Internet Protocol (VOIP).

1 14. The method of claim 9, wherein the application server is coupled
2 to a database that provides access to the plurality of SIP servlets.

1 15. A computer-readable storage medium storing instructions that
2 when executed by a computer cause the computer to perform a method that
3 provides a unified telephony solution, the method comprising:
4 receiving a request for a telephony service at a telephony controller; and
5 in response to the request, accessing a telephony service provided by an
6 application server through a voice extensible markup language (VXML) browser;
7 wherein the telephony service involves interfacing to a public switched
8 telephone network (PSTN) through a telephony gateway.

1 16. The computer-readable storage medium of claim 15, wherein the
2 telephony controller includes a SIP framework with a SIP servlet container,
3 wherein the SIP servlet container includes a plurality of SIP servlets for
4 interfacing with a SIP network.

1 17. The computer-readable storage medium of claim 16, wherein a
2 new telephony service can be added by including a new SIP servlet in the SIP
3 servlet container..

1 18. The computer-readable storage medium of claim 16, wherein the
2 plurality of SIP servlets are registered with a remote method invocation (RMI)
3 registry.

1 19. The computer-readable storage medium of claim 16, wherein the
2 telephony services provide at least two of:
3 a telephone system;
4 a call center;
5 an interactive voice response (IVR) system; and
6 a voicemail system.

1 20. The computer-readable storage medium of claim 16, wherein the
2 telephony services operate using the Voice Over Internet Protocol (VOIP).

1 21. The computer-readable storage medium of claim 16, wherein the
2 application server is coupled to a database that provides access to the plurality of
3 SIP servlets.